

**Minutes of the St Andrew's Medical Centre  
Patient Participation Group Meeting  
held on  
Thursday 17<sup>th</sup> January 2013 at 6pm**

**Present**

**Patient Representatives:** Fiona Brown; Helen Burns; Jill Hicks; Roy Izatt; Margaret King; Elaine Lawrence; Carole Lee; Anne Loveday; David Marshall; Ann Norman & Rosie Serpis (Chairman).

**Surgery Representatives:**

Dr Debbie Mason - GP Partner; Dr Liz Robson – GP Partner;  
Simon Lawrence – Practice Manager; Sue Saunders – Practice Administrator & Marian Sowter – Medical Secretary.

**1. Apologies:** Brian Phillips

**2. Approval of Minutes of Last Meeting.**

Minutes from the last meeting were approved.

**3. Progress from Last Meeting /Update on projects**

- David had been invited to speak briefly at a forthcoming Rotary meeting with a view to obtaining further sponsorship for the plasma screen project.
- Helen reported that setting up a link with the young people at the school where she worked was still in the pipeline and would report further at the next meeting.
- Apart from the Coffee Morning, which was planned for 26<sup>th</sup> January, no further progress had been made with regard to setting up 'Friends of St Andrew's'.
- Book sales were continuing to be a source of encouragement and to date £1407 had been raised.
- Elaine had not had the opportunity to speak to Martin Oxley at Town & Country Housing Association and she would report on this at the next meeting.

**4. Patient Information Screen**

Simon reported the disappointing news that there had been considerable frustrations related to the new screen in that the first one had been faulty and when returned after supposed repair was still faulty. When the suppliers had eventually agreed to replace the screen with a new & different model it had been delivered with a smashed screen. Negotiations were still underway. It was hoped that this matter would be resolved very soon. It was suggested that perhaps the local Kent & Sussex Courier should be involved if the matter was not settled soon.

David advised that we now had four confirmed sponsors with two more in the pipeline and possibly the Rotary Club may be interested. It was hoped that with the screen issues being resolved it might be possible to 'go live' by 1<sup>st</sup> February. Everything was set up and ready to begin.

**5. Patient Group Coffee Morning**

Carole reported that a Coffee Morning was planned for Saturday 26<sup>th</sup> January from 10am until 12 noon. The entry charge would be £1 for adults and 50p for children. A raffle would also be available and various prizes had been donated. Southborough Butchers had agreed to display a poster and had offered a voucher for the raffle. Further posters were displayed around the area, including Café Bliss, the Library, the Chemist and other local establishments. Members of the group

were encouraged to support the morning. It was thought this could be a quarterly event. Elaine offered a voucher for Café Bliss for the raffle.

## **6. Art in the Surgery**

Fiona reported from the sub group and distributed a paper to member's present setting out some of the questions and answers related to the proposed Art exhibition in the waiting room. It was agreed that it would not be necessary to have permanent fixings on the walls and the importance of data protection was raised with regard to the artists' personal contact information along with the suitability of the paintings. It was agreed to see how successful the Coffee Morning was and for the sub group to meet subsequently to consider practicalities and the next steps to be taken and to report back to the full group.

## **7. 2012 Patient Survey results**

Debbie talked through the results of the 2012 patient survey and distributed a power point presentation which analysed the results. The matter of repeat prescriptions and prescribing was discussed. The website was receiving approximately 2000 hits per a month of which 400 were for repeat prescriptions. It was agreed that although the matter of booking available appointments was always under review it was probably something that could never be perfected entirely. A national postal questionnaire was also in progress and it would be interesting to know what this would subsequently reveal. The question of text reminders for appointments was raised and Simon confirmed that this was still being pursued and information being amassed. David suggested that it might be helpful to indicate on the screen the amount of patient's money that was being wasted by missed appointments as it could help to bring the matter to the attention of all concerned. Another item that could be drawn to patient's attention was that those who arrived only 2 minutes late for their appointment were forfeiting as much as 20% of their allotted time. This could also be indicated on the screen to add impact by showing the doctor/nurse time in hours wasted each week.

## **8. Dr 'D' Update**

Debbie distributed an example Q & A format (this one relating to the subject of Acne) which could be used on the website and in the Newsletter. Elaine suggested that this could also be displayed at Café Bliss together with helpful and relevant information. The possibility of questions and answers via email was discussed which might include information on life style, e.g. energy drinks, etc. A 'What is normal' article relating to diabetes and other conditions could also be helpful. The execution of this concept would need more consideration and planning.

## **9. Any Other Business**

- (a) Anne Loveday raised the matter that she would like to enhance the connection between GP and the local hospital. Practical things such as the availability of a locality map at the hospital, out patient and parking information. Rosie said that this would be an excellent topic for her to take to the next PPG West Kent Chairs meeting and she would report back.
- (b) Carole said it would be helpful to display notices asking patients to ensure that mobile phones are used with respect in order that they were not intrusive. Simon reported that new notices were being prepared and would be displayed imminently.
- (c) Elaine informed the meeting of the project set up by Christ Church offering non-perishable food and groceries for the homeless and needy through the Southborough 'Food Bank'. Collection points had been set up at Christ Church and Café

Bliss and Simon offered the Surgery as another collection point. The doctors were asked to inform Christ Church or Elaine if they knew of anyone who would benefit from this scheme.

- (d) Roy raised concerns regarding the reconfiguration of the diabetic services with Tiers 1 and 2 being in Primary Care and very limited numbers of patients having involvement, mainly for short periods of time. Tiers 3 and 4 are Secondary Care services. He was concerned patients would not have access to the level of expertise formerly available, but Debbie and Liz tried to reassure him we were aware of the situation, already capable of dealing with many issues and continuing to progress our diabetes specialist training as a practice to attain level 2 with the support of the CCG.

#### **10. Date of Next Meeting**

Thursday 18<sup>th</sup> April 2013 at 6pm at the Medical Centre.

Rosie thanked everyone for attending and the meeting was closed at 7.40pm.